Frequently Asked Questions

Q - What methods of payments are accepted and are there any additional fees for paying via the tenant portal?
A - There are 3 ways to pay via your portal. With a credit card, debit card or eCheck. The fee for using a credit card is 3.49% of the total, the fee for a debit card is $9.99 per transaction and there is no fee when paying by eCheck.

Q - Can I set up recurring payments?
A - Yes, you can set up recurring payments by clicking the "auto pay" button or make a 1 time payment via the "pay now" button in your portal.

Q - I live with others who also pay rent towards our lease. Why is the current balance shown on my portal more than I usually pay in rent?
A - The amount shown in the current balance section is for the total rent, not just your portion. As individual payments are made by other tenants on your lease towards that balance, it will be reflected on each person's portal.

Q - I live with others who I share the total rent with. Can I just pay my portion of rent or do I have to pay the entire amount?
A - Yes, you can make a payment in any amount and it will be deducted from the balance due.

Q - I accidentally made a double payment, what will my extra payment be applied to?
A - All payments made will be applied to the total amount due for the property. As long as all current charges are paid by you/your roommates, any additional payments will remain on your ledger and applied to the next month's charges.

Q - Is rent the only charge that I can pay through my portal?
A - No, you can pay any charge that you used to pay directly to your landlord, this includes certain utilities, late fees, NSF fees, amenity fees, parking fees, etc.

Q - I can't access my portal right now, can I call your office and authorize someone to pay on my behalf?
A - No, DoorLife and its employees can not submit payments on your behalf, even with written authorization.

Additional information and guidance on setting up your online portal can be found here…

- English Version - www.appfolio.com/help/online-portal
- Spanish - www.appfolio.com/help/online-portal-es